

Public

Neath Port Talbot County Borough Council
Cyngor Bwrdeistref Sirol Castell-nedd

Democratic Services
Gwasanaethau Democrataidd

Chief Executive: Steven Phillips

Date: 13 October 2015

Dear Member

**POLICY AND RESOURCES CABINET BOARD - THURSDAY, 15TH
OCTOBER, 2015**

Please find attached the following urgent items for consideration at the next meeting of the **Policy and Resources Cabinet Board - Thursday, 15th October, 2015.**

Item

- a) Welsh Language Standards - Final Compliance Notice (Pages 1 - 72)
- b) Syrian Crisis (Pages 73 - 76)

Yours sincerely

Chief Executive

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POLICY AND RESOURCES CABINET BOARD

15th OCTOBER 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY & DEMOCRATIC SERVICES

SECTION A – MATTERS FOR DECISION

WARDS AFFECTED - ALL

TITLE: Welsh Language Standards – Compliance Notice

Purpose of the Report:

To inform Members of the content of the Compliance Notice received from the Welsh Language Commissioner 30th September 2015 and the consequential implications of that Notice.

To seek Member support to challenge some of the standards on the grounds that they are considered to be unreasonable, disproportionate or have been included without due consultation with the Council.

Background

The Cabinet Board has received a number of reports which have described the processes that have been established by Welsh Government and subsequently the Welsh Language Commissioner to develop Welsh Language Standards and then to determine which of those standards will be applied to Neath Port Talbot County Borough Council and the timescales for achieving compliance.

The latest report brought to Members is dated 23rd July 2015. That report described the draft Compliance Notice that had been received. Members were advised that a number of the standards were problematic for a range of reasons. Members approved the proposed response to the Welsh Language Commissioner which specifically highlighted those standards that the Council would either be unable to comply with or would need a longer period of time to achieve compliance.

The Council has been waiting for the final Compliance Notice in order to have more certainty as to which standards will be applied in the first instance. That Notice was received on 30th September 2015.

Final Compliance Notice - Issues

The final Compliance Notice makes seventeen changes to the draft Compliance Notice. Having assessed the final Compliance Notice, officers recommend that:

Five of the proposed changes are accepted as they reflect changes that the Council proposed in its response to the Commissioner in July.

Two standards have been included in the final Notice but were not included in the draft Notice. Consequently, as the Council has not been formally consulted on those standards officers consider that they should be challenged.

Officers consider that the remaining ten proposed changes set out in the Commissioner's letter should be challenged on the grounds that the standards involved are unreasonable and/or disproportionate. Additionally, there are a number of proposals that the Council put forward in its July response that the Commissioner appears to have dismissed and it is the view of officers that these also should be challenged on the grounds that they are unreasonable and/or disproportionate.

This outcome is particularly disappointing given the efforts that have been expended in supplying considered responses to all stages of the consultation and information gathering exercises undertaken by Welsh Government and the Welsh Language Commissioner. The Council has produced very clear evidence of the impact of the continued period of austerity on Council financial and human resources and has consistently argued that it is not reasonable to expect councils to cut existing services further in order to comply with Welsh Language Standards that have been introduced with no new funding to accompany them. There are also a range of standards where it is simply impractical to achieve compliance and evidence to demonstrate this also appears to have been ignored or misunderstood.

The Council is able to formally challenge the content of the Final Notice and must do this by writing to the Welsh Language Commissioner. In the event that the Commissioner is not prepared to adjust her position, the Council has recourse to the Welsh Language Tribunal which has powers to nullify or modify the Final Compliance Notice.

Conclusion

The Council has published budget proposals for 2016-17 and beyond which will result in further deep cuts to services in order to secure a balanced revenue budget. There is no financial provision in the Council's proposed strategy to make additional investment in Welsh Language services. If the Compliance Notice is not modified the Council would need to make further cuts in its revenue budget to achieve compliance against those standards where financial investment is required to achieve compliance. Even with additional financial investment there would remain a number of standards where compliance will not be possible for a range of practical reasons.

For these reasons, the Cabinet Board is asked to authorise officers to challenge the content of the final Compliance Notice.

Financial Appraisal

The Council advised Welsh Government during the legislative process that the costs of full compliance with the Welsh Language Standards would be very significant and could amount to a cost of over £2million for this council.

Consultation:

There is no requirement under the Constitution for consultation on this item.

Equality Impact Assessment

The Equality Act 2010 requires public bodies to “pay due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.”

The aim behind the Standards is to treat Welsh and English on the basis of equality. Consequently, the standards complement the council’s other equality duties.

Recommended

That the Cabinet Board authorises the Chief Executive to challenge the Welsh Language Commissioner regarding the content of the final Compliance Notice issued to this Council.

That, in the event that the Commissioner does not adjust the Compliance Statement, that the Cabinet Board authorises the Chief Executive to lodge appeals with the Welsh Language Tribunal and to take the actions necessary to progress those appeals within the legal mechanisms established for the purpose.

Reason for Proposed Decision:

To seek to change the final Compliance Notice which sets out the Welsh Language Standards and associated timescales that will be applied to Neath Port Talbot County Borough Council on the basis that some of the Standards included in the final notice are unreasonable, disproportionate or have been included without due consultation with the Council.

Implementation of Decision:

This item is for immediate implementation.

Officer Contact:

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Appendices:

APPENDIX 1 - Draft covering letter to Welsh Language Commissioner setting out basis of challenge.

APPENDIX 2 -Table describing reasons why the Council is challenging some of the standards contained in the final Compliance Notice

APPENDIX 3 -Final Notice received from the Welsh Language Commissioner on 30th September 2015

Background Papers

1. Policy and Resources Cabinet Board 23rd July 2015 – Welsh Language Standards draft Compliance Notice Consultation Response
2. Letter dated 24th July 2015 to Welsh Language Commissioner responding to the consultation on the draft Compliance Notice
3. Welsh Language Commissioner – Challenge and Appeals Procedure: Compliance Notices
4. Welsh Government – Explanatory Memorandum to Welsh Language Standards (no. 1) Regulations 2015
5. Welsh Government Consultation Document – Welsh Language Standards: Regulations and response from NPT Council dated 3rd December 2015

6. Welsh Government – Welsh Ministers’ response to the Welsh Language Commissioner’s standards reports and advice note
7. Letter from Deputy Leader to First Minister – Welsh Language Commissioner’s Response to Standards Investigation
8. Letter to WLGA Chief Executive from Chief Executive of NPT Council regarding Welsh Language Commissioner’s Response to Standards Investigation
9. Welsh Language Commissioner – Standards relating to the Welsh Language
10. Welsh Language Commissioner – Standards Report: County councils and county borough councils in Wales
11. Letter from Leader of Council to Welsh Language Commissioner – Standards Investigation
12. Welsh Government – Regulatory Impact Assessment of the proposed standards relating to the Welsh Language
13. NPT Council response to the Welsh Language Commissioner’s Standards Investigation

Dear Commissioner,

I am writing in response to your letter of 30th September which enclosed the Welsh Language Standards Compliance Notice for this Authority.

Over the last two years, the Council has fully engaged with the development of the Welsh Language Standards, the legislative process and more recently your consultation exercise on the draft Compliance Notice. We have invested very many hours of staff and councillors' time to consider the practical and community implications of the Standards at the various stages and we have offered constructive feedback identifying those standards we consider to be reasonable and proportionate but also drawing your attention very clearly to those that are not reasonable and proportionate.

When I wrote to you on 24th July commenting on the draft Compliance Notice, I took the time to set out the current financial and operating context for this and other councils. I advised you that complying with the existing Welsh Language Scheme was challenging given the severe budget cuts that we are experiencing and the consequential reduction in the size of our workforce. I made it clear that whilst we would continue to make "best endeavours" we would not be able to comply with a number of standards either because they require significant financial investment, or, for other practical reasons, they are not achievable. You will be aware that even though Welsh Government accept that the Standards do attract a financial cost, no additional funds have been made available to local government to achieve compliance. I invited you to attend our stakeholder budget event in early September in order that you could develop your understanding of our operational context although I note that in the event you did not take up that invitation. As an aside, my staff did attend your event in Cardiff earlier this month; but were unable to provide me with a full briefing as (somewhat ironically) your simultaneous translation facility did not function properly and they could not understand a significant proportion of the proceedings.

Given the time we have invested in responding to the various consultation and information gathering exercises, we were dismayed to see that the final Compliance Notice was not markedly different from the draft. As I have explained to you previously, the consequence of the position you have taken is to require the Council to make further

significant cuts to existing services in order to finance additional Welsh language services. This is not acceptable to elected Members on a cross-party basis here who judge that cutting services to finance Welsh language standards is not likely to be acceptable to the communities they represent and as I pointed out to you in my earlier correspondence.

They remain unconvinced – as do I – that some of the standards will actually achieve the stated objective in terms of promoting and safeguarding the delivery of public services through the Welsh language. Indeed, several/many of the standards seem far more likely to create services for which there will be little or no demand; but at significant cost. This does not represent value for money and it is a matter which I intend to draw to the attention of this Council's external auditors.

We intend to appeal to have a number of standards that we have identified as being unreasonable and/or disproportionate dis-applied to this authority. I also wish to appeal those standards that have been introduced in the final Compliance Notice and which were not listed in the draft notice. They should also be dis-applied on the grounds that due process has not been observed.

It is most regrettable that we find ourselves in this position given the time and effort that has gone into informing you of the implications of the proposed standards. The public interest is not well served by imposing standards that are unachievable; unlikely to achieve their objectives in many cases and do not represent value for money. All of this runs the risk of undermining public confidence in the initiative.

WELSH LANGUAGE STANDARDS - FINAL COMPLIANCE NOTICE

Standard	NPT Position	NPT Proposal to Commissioner's draft Compliance Notice consultation	Commissioner's Response	Comment
<p>18 If a person contacts one of your departments on a direct line telephone number (including staff members' direct line numbers) and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh)</p>	<p>In earlier phases of the consultation we reported 322 staff members had indicated they have some Welsh language capability.</p> <p>We are unable to guarantee sufficient Welsh speaking staff available to comply with this standard and the number of Welsh speaking staff is probably reducing given that the Council is downsizing</p>	<p>Standard 19 would be a more practical standard to apply to the Council</p>	<p>Standard 19 replaces standard 18 – to be achieved in six months</p> <p>Standard 19 – If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers) and that person wishes to receive a service in Welsh you must deal with the call in Welsh until such point as:</p> <p>a) It is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a</p>	<p>Accept standard 19</p>

			service on a specific subject matter and b) No Welsh speaking member of staff is available to provide a service on that specific subject matter	
22 Any automated telephone systems that you have must provide the complete automated service in Welsh	<p>A high percentage of the Council's telephones have voice mail functionality attached</p> <p>Mobile phones have voice mail services attached</p> <p>The Council has 322 staff who have indicated some Welsh Language capability. It is not practical to meet this standard across all automated telephone systems.</p>	Introduce the requirement when telephony systems are upgraded or when public sector funding returns to a level of growth	Comply with standard in 12 months, as compared with the 6 months initially proposed	<p>Challenge the Commissioner's decision</p> <p>Standard 22 is disproportionate as the Council has just 322 staff who have Welsh capability and the number of enquiries received in Welsh whilst not documented is very small.</p> <p>Standard 22 is unreasonable as the Council would incur cost in requiring each member of staff to provide a bilingual message on their answerphones (over 7,000 staff members)</p>

				<p>with low demand for this service. No new funding has been provided to resource this additional requirement.</p> <p>Furthermore, if a Welsh message is left on the phone of someone who does not speak Welsh there could be delay in providing the service response.</p>
<p>25</p> <p>If you invite an individual “A” to a meeting and the meeting relates to the wellbeing of A, you must</p> <p>a) ask A whether A wishes for the meeting to be conducted in Welsh, and b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service)</p>	<p>This standard would, for example, apply to social services service users.</p> <p>The Council currently works to align Welsh speaking staff with service users. However, we have never been in a position to guarantee this level of service and wouldn't be able to do this without incurring significant cost</p>	<p>Accept best endeavours and introduce the standard when the current financial and staffing position improves and when public sector funding returns to a level of growth</p>	<p>Has substituted standard 25 with standard 26 and 26A with a requirement to comply within 6 months</p> <p>Standard 26 and 26A</p> <p>If you invite an individual “A” to a meeting and the meeting relates to the wellbeing of A you must ask A whether A wishes to use the Welsh language at the meeting and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh.</p>	<p>Challenge the Commissioner’s decision</p> <p>The standards are disproportionate as the Council currently makes best endeavours but is unable to guarantee it can provide the service on all occasions. As we are downsizing and losing staff numbers it is likely that it will be more difficult in the short term to increase linguistic capability across the organisation.</p>

			You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting a) if the meeting relates to the wellbeing of an invited individual A and b) if A has informed you that A wishes to use the Welsh language at the meeting unless you conduct the meeting in Welsh without the assistance of translation service.	The standards are unreasonable as the arranging of translation would lead to delays in important service areas that involve vulnerable people who need services to be delivered in a prompt manner at additional cost.
28 If you invite more than one person to a meeting and that meeting relates to the wellbeing of one or more of the individual invited, you must a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh and b) if that individual or if each of those individuals informs you that he or she wishes for the	As above	As above	Replace standard 28 with standards 29 and 29A and comply within six months Standards 29 and 29A If you invite more than one person to a meeting, and that meeting relates to the wellbeing of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a	Challenge the Commissioner's decision The standards are disproportionate as the Council currently makes best endeavours but is unable to guarantee it can provide the service on all occasions. As we are downsizing and losing staff numbers it is likely that it will be more difficult in the short term to increase linguistic

<p>meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service)</p>			<p>translation service from Welsh to English and from English to Welsh for that purpose.</p> <p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<p>capability across the organisation.</p> <p>The standards are unreasonable as the arranging of translation would lead to delays in important service areas that involve vulnerable people who need services to be delivered in a prompt manner at additional cost.</p>
<p>30 If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting</p>	<p>This standard exceeds the commitment in the Council's existing Welsh Language Scheme which only commits the council to this level of service in areas where there is a high proportion of Welsh</p>	<p>Modify the standard to make it applicable to areas with the highest concentration of Welsh speakers.</p>	<p>No change to the draft compliance notice</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is disproportionate as it requires the Council to offer a service in all areas not just areas</p>

	speakers.			<p>where there are high levels of Welsh speaking</p> <p>The standard is unreasonable as it commits the Council to new expenditures that are unfunded. Costs would be incurred in putting the notices into materials in the first instance and translating that material. The action could encourage new demand for Welsh services that are not currently provided which could only then be met by purchasing translation services which are not funded.</p>
<p>33 If you arrange a meeting that is open to the public you must ensure that a simultaneous translation service from Welsh to English is available at the meeting and you must orally inform those</p>	<p>The existing Welsh Language Scheme only makes this commitment in areas where there is a high concentration of Welsh speakers.</p> <p>The Council has been</p>	<p>Modify this to apply in areas where there is a high concentration of Welsh Speakers only</p>	<p>Standard 33 to be complied with in six months except:</p> <p>Where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language and that no</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is disproportionate as it requires the Council to offer a service in all</p>

<p>present in Welsh a) that they are welcome to use the Welsh language and b) that a simultaneous translation service is available</p>	<p>provided with no new funds to meet this additional requirement and is in the process of making significant cuts to operational budgets. There are no funds to extend the current service.</p>		<p>person has informed you that he or she wishes to use the Welsh language at the meeting.</p>	<p>areas not just areas where there are high levels of Welsh speaking</p> <p>The standard is unreasonable as it commits the Council to new expenditures that are unfunded. Costs would be incurred in putting the notices into materials in the first instance and translating that material. The action could encourage new demand for Welsh services that are not currently provided which could only then be met by purchasing translation services which are not funded.</p>
<p>41 If you produce the following documents you must produce them in Welsh: a) agendas minutes and other papers that are</p>	<p>Not possible in the current financial position as the infrastructure to do this does not exist</p>	<p>Standard is unreasonable and disproportionate</p>	<p>Standard 41 to be met over 6 months except:</p> <p>a) Other papers that are available to the public which relate to</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is disproportionate as the</p>

<p>available to the public which relate to management board of cabinet meetings b) agendas minutes and other papers for meetings conferences or seminars that are open to the public</p>			<p>management board or cabinet meetings b) Other papers for meetings that are open to the public</p>	<p>county borough does not have a high Welsh speaking population and this service has never been requested by the public.</p> <p>The standard is unreasonable as it would require linguistic capability in the democratic services function responsible for producing the agendas and minutes. That section does not have linguistic capability at present and consequently there would be cost incurred in buying in translation services. The cost of translation is unfunded. Additionally, the section is responsible for the accuracy of the minutes and complying with legal timescales for the production of papers. There is a risk of non-compliance with these requirements if the</p>
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				service were to rely on translation.
<p>Standard 42 Any licence or certificate you produce must be produced in Welsh.</p>	<p>There would be significant costs attached to the translation of all forms and certificates which are not funded. The Council is making significant cuts to its operational budgets and these will be more severe if the Council is required to enhance the Welsh language service in the manner proposed.</p> <p>There are practical problems that cannot be overcome in making licences and certificates bilingual as the Council does not have the linguistic capability in its technical departments to support the use of bilingual licences and certificates. There are operational risks in relying on translation as</p>	<p>Unreasonable for this standard to be applied to NPT</p>	<p>Timescales for compliance changed from six months to twelve months</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is disproportionate as NPT is not an area with a high concentration of Welsh speakers and these services are not presently requested by the resident population. The cost of complying with this standard will be very significant and is not justified by the level of current demand.</p> <p>The standard is unreasonable in that the requirements would mean changes to a range of ICT systems. Additionally, there is no linguistic capability in the technical departments to ensure the production of</p>

	<p>English technical terms do not readily translate into Welsh and the Council does not have the capability to check the technical accuracy of translation.</p> <p>Some licences and certificates are produced by bespoke software systems and the cost of making those systems bilingual will be significant. There are no funds to support this work.</p>			<p>licences and certificates is correct.</p>
<p>47 If you produce a document for public use and no other standard has required you to produce the document in Welsh you must produce it in Welsh a) if the subject matter of the document suggest that it should be produced in Welsh or b) if the anticipated audience and their expectations</p>	<p>No response provided as this was not included in the draft compliance notice</p>	<p>No response provided as this was not included in the draft compliance notice</p>	<p>Comply with standard in six months</p>	<p>Challenge the Commissioner's decision</p> <p>No consultation has taken place on this requirement.</p>

suggests that the document should be produced in Welsh				
52 You must ensure that a) the text of each page of your website is available in Welsh b) every Welsh language page on your website is fully functional and c) the Welsh language is not treated less favourable than the English language on your website	<p>Translation of each page can be met but within a 12 month timescale not a 6 month timescale</p> <p>Where pages are linked to third party systems which are available in English only – eg payment services – then those third party services cannot be delivered bilingually at present and if they were developed to be bilingual this would be at significant cost.</p>	Limit the standard to the Council's own pages and provide a timescale of 12 months	No modification to draft compliance statement	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as it is applied to third party systems that either are not available bilingually, or if bilingual systems were commissioned the costs are estimated to be in the order of £1-2 million. It will take many years to develop such systems</p>
61 When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (Whether on the	<p>There are costs associated with translation and siting attached to this requirement.</p> <p>Additionally, there are</p>	Modify the standard to make it apply when practicable	No modification to draft compliance statement	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable if it were applied in all instances</p>

same sign as you display corresponding English language text or on a separate sign) and if the same text is displayed in Welsh and in English you must not treat the Welsh language text less favourable than the English language text	concerns that the Welsh Language Standard may occasionally conflict with other legislation which would need to have primacy on health and safety grounds for example			as the Standard will conflict with other legal requirements from time to time
62 When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English the Welsh language text must be position so that it is likely to read first.	There are costs associated with translation and siting attached to this requirement. Additionally, there are concerns that the Welsh Language Standard may occasionally conflict with other legislation which would need to have primacy on health and safety grounds for example	Modify the standard to make it apply where practicable	No modification to draft compliance statement	Challenge the Commissioner's decision The standard is unreasonable if it were applied in all instances as the Standard will conflict with other legal requirements from time to time
64 Any reception service you make available in	The Council currently meets this standard at	Modify standard to apply to main	Standard modified:	Challenge the Commissioner's

<p>English must also be available in Welsh and any person who requires a Welsh language reception service ,must not be treated less favourably than a person who requires an English language reception service</p>	<p>its main receptions but is unable to full comply with this standard in every reception service due to the limitations on linguistic capability across the workforce. As the council is not recruiting and downsizing it will become even more difficult to comply in the short to medium term</p>	<p>reception area</p> <p>Revisit standard when public sector funding returns to growth</p>	<p>The main reception service to be compliant in six months but all other reception services to be compliant in 12 months</p>	<p>decision</p> <p>The standard is unreasonable as the Council has just 322 staff who have Welsh speaking skills to some level.</p> <p>The Council is downsizing due to budget cuts and unlikely to be recruiting in the near future. Consequently linguistic capability is diminishing.</p> <p>The Council does not currently have the capability to deliver all reception services bilingually because of workforce limitations. It can only make this commitment in its main reception areas.</p> <p>The standard is disproportionate as the number of customers who ask to be dealt with through the medium of</p>
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				Welsh is very low, although accurate records are not maintained to provide specific figures.
76 Any invitations to tender for a contract that you publish must be published in Welsh and you must not treat a Welsh language version of any invitation less favourably than an English language version if a) the subject matter should be produced in Welsh or b) if the anticipated audience and their expectations suggests that the document should be produced in Welsh	No response submitted as this standard was not included in the draft compliance notice	No response submitted as this standard was not included in the draft compliance notice	Standard included in compliance notice	Challenge the Commissioner's decision The Council has not been consulted on the proposal to apply this standard to NPT by 30.03.15
77-80 These standards require the Council to state that tenders are welcome in Welsh and then deal with the tender process	These standards are very problematic and would incur significant cost in procuring bilingual contracting	The Council cannot comply with these standards	No change made to the draft compliance statement	Challenge the Commissioner's decision The standard is

<p>through the medium of Welsh where that is requested including providing translation services where needed</p>	<p>expertise that the Council currently does not have available.</p> <p>There are ICT implications also the Council has been transitioning to i-procurement systems which are not available as bilingual services. The cost of commissioning bilingual systems would be very significant and would take many years to develop and test.</p>			<p>unreasonable because the Council does not have the linguistic capability in its technical services to competently procure through the medium of Welsh. As all documentation forms part of the contract, the Council will be at risk if there is technical difference between the Welsh and English versions of documentation.</p> <p>The standard is also unreasonable because the Council has been moving to an i-procurement model where the underpinning ICT systems are not offered bilingually. The cost and timescales for developing bilingual systems would be very considerable at a time when councils are facing significant budget cuts</p>
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<p>85&86</p> <p>If you offer and education course that is open to the public and which is aimed specifically at persons aged 18 or under you must offer it in Welsh If you develop an education course that is to be offered to the public you must assess the need for that course to be offered in Welsh and you must ensure that the assessment is published on your website.</p>	<p>The Council does not currently offer this service and to do so would incur additional financial cost. Additionally, we do not have the linguistic capability in the workforce to meet the standard.</p>	<p>The standard is unreasonable</p>	<p>Standard 84 to be applied instead of standard 85 - essentially this just drops the age limit.</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as it would add bureaucracy to the standard training processes in an area where there is not a demand for such service presently. Additionally, the council does not have the linguistic capability to provide the service in Welsh and as the Council is downsizing it is unlikely the Council would be in a different position in the near future.</p>
<p>88-97</p> <p>These standards essentially require the Council to amend the impact assessment tools for policy development to make</p>	<p>Achieving compliance in 6 months would not be possible due to work pressures and the effort that would be required to comply</p>	<p>Modify the standard to provide 1-2 years to comply</p>	<p>Standard to be complied with in 12 months</p>	<p>Accept the Commissioner's decision</p>

<p>sure there is systematic consideration of the Welsh Language at all stages of the policy lifecycle. The equality impact assessment tool would be affected , consultation exercises would need to incorporate the requirement, awarding of grants procedures will need amendment, research proposals would need to be amended.</p>				
<p>99-104 These standards require the Council to have a policy on using Welsh internally and that policy would need to be published on the internet. The standard requires the Council to conduct recruitment and selection through the medium of Welsh if the individual so prefers and consequently contractual and other</p>	<p>The Council is unable to introduce this service in the current financial climate and with the current capacity and linguistic capability of its HR function and line management.</p>	<p>Unable to comply in the current financial climate.</p>	<p>Timescale extended to 12 months for compliance</p>	<p><i>Challenge the Commissioner's decision</i></p> <p>The standard is disproportionate given the small number of Welsh speaking staff and the profile of the area.</p> <p>The standard is unreasonable as it would require all</p>

employment documents and activities would need to be provided in Welsh.				employment documentation to be translated at new cost, translation services would need to be procured at cost. There is also a risk that contractual documentation is not technically accurate as the council does not have technical competency to deliver the employment law elements of the standard.
105-111 These standards requires employment policies to be bilingual	A limited number of policies could be translated into Welsh but this would be at cost and not achievable in 6 months.	A timescale of 12 months would be more achievable	Standard modified to enable compliance within 12 months	Accept the Commissioner's decision
112-124 These standards require the Council to enable staff to complain in the medium of Welsh. It would include staff discipline measures,	Compliance with these standards is not achievable due to the linguistic profile of the Council's workforce. Translation services	Standards are not reasonable or proportionate	Timescale modified to 12 months from 6 months	Challenge the Commissioner's decision The standard is disproportionate as the

<p>providing staff with computer software for checking spelling and grammar in Welsh, the text of the intranet home page to be in Welsh</p>	<p>would need to be procured at costs and may not always be available when required.</p>			<p>Council does not have the linguistic profile to deal with staff complaints and discipline matters through the medium of Welsh, other than in Welsh medium schools.</p> <p>The standard is unreasonable as it would require the council to incur additional expenditure by procuring unfunded translation services at a time of severe budget constraints. The standard is also unreasonable in that it will interfere with the timescales set down in the Council's procedures if translation were not available in a timely manner raising the risk of legal challenge.</p>
<p>126 You must provide the interface and menus on</p>	<p>Unable to meet this in the current financial</p>	<p>The standard is unreasonable</p>	<p>No change to draft compliance notice</p>	<p>Challenge the Commissioner's</p>

your intranet pages in Welsh	climate as the financial and human resource implications are significant	and disproportionate		<p>decision</p> <p>The Council's workforce is predominantly English speaking. Translating so much content of an internally facing system would be costly and there would be additional costs associated with doubling the size of the system and maintaining the content. Consequently the standard is disproportionate and unreasonable.</p>
<p>128-129</p> <p>These standards require the Council to provide internal training on recruitment, performance management, complaints and discipline, induction, health and safety and customer services in Welsh. Training would also be required in Welsh for using Welsh</p>	Unable to meet these standards in the current financial climate.	The standards are disproportionate and unreasonable.	No change to draft compliance notice.	<p>Challenge the Commissioner's decision</p> <p>The Council's workforce is predominantly English speaking. Most of this training is geared at manager where the level of Welsh speaking is very low indeed. The costs are disproportionate for this</p>

effectively in meetings, interviews and complaints and discipline procedures.				reason and unreasonable as the Council is cutting training expenditure due to severe budget constraints.
127 You must assess the Welsh language skills of your employees	Demands on HR are significant given the scale of change taking place across the organisation. Compliance is not achievable in the timescales	Modify to provide more time for the Council to comply	Standard to be complied with in 12 months	Accept Commissioner's decision
130 You must provide opportunities during working hours a) for your employees to receive basic Welsh language lessons and b) for employees who manage others to receive training on using the Welsh language in their role as managers	Council already complies with a) but not b)	Modify standard to apply a) only	No change to draft compliance notice	Challenge the Commissioner's decision The standard is unreasonable as it will create additional cost at a time when the Council is reducing its training budgets due to the prevailing financial climate for local government.

<p>131 You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills</p>	<p>Council complies with this but only for staff, not managers</p>	<p>Modify standard to apply to staff only</p>	<p>No changes to draft compliance notice</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as it will create additional cost at a time when the Council is reducing its training budgets due to the prevailing financial climate for local government.</p>
<p>132 You must provide training courses so that your employees can develop a) awareness of the Welsh language *including awareness of its history and its role in Welsh culture) b) an understanding of the duty to operate in accordance with the Welsh language standards c) an understanding of how the Welsh language can be used in the workplace</p>	<p>Awareness raising of the new standards has already been taking place. However, this standard goes further and requires additional training courses on the history of the language etc. which is not currently available.</p>	<p>Modify to limit the standard to awareness raising of the standards</p>	<p>No changes to draft compliance notice</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as it will create additional cost at a time when the Council is reducing its training budgets due to the prevailing financial climate for local government.</p>

<p>137-140 These standards require that advertisements for jobs must make clear that applicants can apply in Welsh</p>	<p>The Council does this for Welsh medium schools</p>	<p>Limit to Welsh essential and posts is Welsh medium schools</p>	<p>Comply with standard in 6 months unless job descriptions identify Welsh language skills as not necessary</p>	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as it would draw in posts where Welsh is desirable rather than essential. It could increase demand for applications to be treated through the medium of Welsh which would create additional cost as the HR and management linguistic profile is inadequate to deal with additional demand. Consequently additional translation services would need to be procured at a time of severe budget constraints.</p>
<p>141-144 These standards require internal signage to be bilingual and for</p>	<p>The Council has limited staff numbers who have Welsh language skills.</p>	<p>Standard is unreasonable and</p>	<p>No change to draft compliance notice</p>	<p>Challenge the Commissioner's decision</p>

workplace announcements to be bilingual	Translation of all internal signs would create additional cost that there is no budget for.	disproportionate.		<p>The standard is disproportionate as only 299 (see previous) staff have identified themselves with Welsh language skills.</p> <p>The standard is unreasonable as there will be additional costs incurred at a time when the council is facing severe budget constraint.</p>
<p>145-146 You must produce and publish on your website a 5 year strategy that sets out how you propose to promote the Welsh language at facilitate the use of the Welsh language more widely in your area and the strategy must include a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number</p>	Would need to understand more of what is expected. There are all-Wales implications of this standard.	Standard is unclear and unreasonable.	No change to draft compliance notice	<p>Challenge the Commissioner's decision</p> <p>The standard is unreasonable as the local authority cannot in itself be responsible for maintaining or increasing the number of Welsh language speakers in the area.</p> <p>Additionally, no new funds have been made</p>

<p>of Welsh speakers in your area by the end of the 5 year period concerned and b) a statement setting out how you intend to reach that target and you must review the strategy and publish revised version on your website within 5 years of publishing a strategy (or of published a revised strategy)</p> <p>The standard also goes on to require the Council to assess and publish progress.</p>				<p>available to support this standard and without investment it is unreasonable to expect any change even in areas the local authority can control e.g. number of Welsh medium school places</p>
<p>151 You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127) of the number of employee who have Welsh language skills at the end of each financial year and where you have that information you must keep a record</p>	<p>Accepted this and offered no objection</p>	<p>Accepted this and offered no objection</p>	<p>Commissioner extended timescale for compliance to 12 months</p>	<p>Accept Commissioner's decision</p>

of the skill level of those employees.				
154 You must keep a record in relation to each financial year of the number of new and vacant posts which were categorised in accordance with standard 136 a posts where a) Welsh language skills are essential b) Welsh language skills need to be learnt when appointed to the post c) Welsh language skills are desirable or d) Welsh language skills are not necessary	Unable to meet this within 6 months	Modify to comply within 12 months	No change to draft compliance notice	Challenge the Commissioner's decision The timescale for doing this is unreasonable given other demands on the HR function which needs to prioritise the processing of large number of staff who will be exiting the organisation due to financial circumstances.
161-166 These standards require the Council to effectively substitute its existing Welsh Language Scheme with a policy document which explains what standards apply, how the	Timescales considered to be too tight due to other work pressures.	Increase timescales for compliance.	Timescales increased to 12 months	Accept Commissioner's decision

standards will be met
and how people can
complain if there is non
compliance.

standards will be met and how people can complain if there is non compliance.				

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COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Neath Port Talbot County Borough Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must - (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	30/03/2016
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if -	30/03/2016

		<p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.</p>	
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/03/2016
7	Service Delivery	<p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and official notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in</p>	30/03/2016

		Welsh will not lead to delay.	
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016
14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016

16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2016
21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and	30/03/2016

		inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2016
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have	30/03/2016

		informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016

30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
33	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. You must comply with standard 33 in every circumstance, except: <ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	30/03/2016

34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/03/2016
41	Service Delivery	If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.	30/03/2016

		<p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public. 	
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
44	Service Delivery	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	30/03/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	30/03/2016
47	Service Delivery	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that	30/03/2016

		the document should be produced in Welsh.	
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/03/2016
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and	30/03/2016

		(c) the Welsh language is not treated less favourably than the English language on your website.	
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	30/03/2016
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016

62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
64	Service Delivery	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service. 	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016

72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 76 in the following circumstances: (a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or (b) If the anticipated audience, and their expectations, suggests	30/03/2016

		that the document should be produced in Welsh.	
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	30/03/2016
79	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016

84	Service Delivery	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint	30/03/2016

		<p>about a member of staff, and a meeting is required with that member of staff, you must -</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).</p>	
115	Operational	<p>When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about him or about her,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p>	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016
116A	Operational	<p>You must -</p> <p>(a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member</p>	30/03/2016

		of staff, inform that member of staff of that right.	
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	30/03/2016
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/03/2016
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and	30/03/2016

		(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	30/03/2016
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016

134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other	30/03/2016

		<p>assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p> <p>You must comply with standard 137A in every circumstance, except:</p> <ul style="list-style-type: none"> ○ job descriptions where a post has been categorised as one where Welsh language skills are not necessary. 	
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	30/03/2016
139	Operational	<p>You must ensure that your application forms for posts -</p> <p>(a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	30/03/2016
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was	30/03/2016

		made in Welsh.	
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2016
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016

150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints,	30/03/2016

		<p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
157	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
158	Supplementary - Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is</p>	30/03/2016

		available - (a) on your website, and (b) in each of your offices that are open to the public.	
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
168	Supplementary - Operational	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	30/03/2016
169	Supplementary - Operational	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the operational standards with which you are under a duty to comply,	30/03/2016

		<p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the</p>	30/03/2016

		<p>records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	Supplementary - Record Keeping	<p>You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard	Imposition Date
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/09/2016
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/09/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/09/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
90	Policy Making	When you formulate a new policy, or review or revise an existing	30/09/2016

		<p>policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
91	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/09/2016
92	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/09/2016
93	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English</p>	30/09/2016

		language.	
94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	30/09/2016

95	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/09/2016
100	Operational	You must -	30/09/2016

		(a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2016
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2016

107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/09/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/09/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	30/09/2016
129	Operational	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/09/2016
145	Promotion	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to	30/09/2016

		<p>facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</p> <p>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains the following information -</p> <p>(i) the number of Welsh speakers in your area, and the age of those speakers;</p> <p>(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.</p>	30/09/2016
151	Record Keeping	<p>You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.</p>	30/09/2016
152	Record Keeping	<p>You must keep a record, for each financial year of -</p> <p>(a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and</p> <p>(b) if a Welsh version of a course was offered by you in accordance</p>	30/09/2016

		with standard 128, the percentage of the total number of staff attending the course who attended that version.	
161	Supplementary - Policy Making	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/09/2016
162	Supplementary - Policy Making	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/09/2016
163	Supplementary - Policy Making	You must - (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/09/2016

164	Supplementary - Policy Making	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/09/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/09/2016
173	Supplementary - Promotion	<p>You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
174	Supplementary -	You must provide any information requested by the Welsh Language	30/09/2016

	Promotion	Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	
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Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

POLICY AND RESOURCES CABINET BOARD

15th OCTOBER 2015

REPORT OF THE HEAD OF CORPORATE STRATEGY & DEMOCRATIC SERVICES – Karen Jones

SECTION A – MATTERS FOR DECISION

WARDS AFFECTED - All

Syrian Crisis

Purpose of the Report:

To seek the approval of the Cabinet Board to engage in dialogue with the Welsh Government regarding the potential for Syrian refugees to be located in the county borough.

Background

The Policy and Resources Cabinet Board considered a request that had been made by Government concerning the relocation of interpreters from Afghanistan at the 9th July 2015 Meeting. The Cabinet Board authorised participation in the ex-gratia scheme being led by the UK Government. Officers have been meeting regularly with officials in relation to the scheme. To date, no-one has been resettled in the county borough.

More recently, the UK Government has indicated that the UK will take up to 20,000 refugees seeking to relocate from Syria. The Chief Executive and Leader of Council have received a request from Welsh Government to support the relocation of people from Syria. The Cabinet Board is asked to agree, in principle, to receive refugees into the county borough as part of the UK programme and to authorise officers to engage in dialogue with officials to develop a more detailed understanding of the needs of any refugees that might be relocated and the support services that would need to be in place to meet those needs.

Financial Appraisal

There will be costs associated with any person relocated to the county borough under the programmes subject of this report. To date, the UK Government has given a commitment to fund the first year costs but discussions are continuing regarding longer term funding.

Crime and Disorder Impact

The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with “due regard to the need to prevent crime and disorder in its area”.

Should any people be relocated into the county borough under the UK Government’s programme, support to integrate people into the local communities will be put in place in order to ensure community support for those being relocated.

Equality Impact Assessment

The Equality Act 2010 required public bodies to “pay due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.”

The profile of people who may be relocated into the county borough is not yet identified, however, the nature of the initiative is compatible with the Council’s equality duties.

Consultation

There is no requirement for Consultation on this item.

Recommended

That the Cabinet Board authorises the Chief Executive to indicate to Welsh Government this Council's support, in principle, for the programme to relocate refugees affected by the situation in Syria.
That the Cabinet Board authorises the Chief Executive to enter into dialogue with Welsh Government officials to develop a detailed understanding of the implications attached to any persons who may be relocated.

Reason for Proposed Decision:

To authorise the Council's participation in the developing programme led by the UK Government to relocate refugees fleeing the situation in Syria.

Implementation of Decision

The decision is for immediate implementation.

Officer Contact:

Mrs Karen Jones, Head of Corporate Strategy and Democratic Services.
Tel: 01639 763284 or e-mail: k.jones3@npt.gov.uk

Appendices:

None

Background Papers

1. Policy and Resources Cabinet Board 9th July 2015 – Resettlement of Afghanistan People Scheme

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